



## **Training, Development, and Employment Progression Policy**

*Hartland Group Ltd* understands the important role that training, development, and employment progression have on all our staff. This policy outlines the specific training undertaken by all our Cleaning Operatives, Managers, Head Office staff, as well as covering development and progression.

Additionally, this policy has been developed in line with the Hartland Group Ltd *Equality Policy*.

Hartland Group Ltd heavily invests in its workforce and holds the following principles:

1. The belief that its workforce is an essential asset to the business.
2. The recognition that all employees have the potential to grow both in their work role and personally, and we endeavour to provide opportunities for this growth.
3. The commitment to aligning training, development, and progression opportunities with the requirements of the business, making decisions about staff training investments accordingly.
4. The belief that responsibility for training and development should be shared between the company and its workforce.
5. The assurance that appropriate procedures are in place to plan, deliver, and evaluate training and development activities.
6. The encouragement for staff members to take ownership of their development, with support from their managers and the company.
7. The acknowledgment of the key role line managers play in employee development.
8. The commitment to ensuring that both the quality and quantity of training and development are relevant and 'fit for purpose.'

Hartland Group Ltd regularly reviews its overall level of investment in staff training and development to ensure that adequate and appropriate resources are provided.

### **Cleaning Operative Training Programme**

Upon commencement of employment, all staff will undertake the following training programme:

1. Employee Induction Training – Policies and Procedures
2. Health & Safety Induction Training
3. Employee/EHS Handbook
4. Care of Substances Hazardous to Health (COSHH) Training
5. Machine and Equipment Training
6. Accident Reporting Training
7. Cleaning Specification Training
8. Environmental & Waste Training



The above training programs are tailored to the specific requirements of the customer sites where cleaning operatives work.

### **Additional Training**

Site-specific training not covered by the standard training programs (e.g., Safeguarding Children and Vulnerable Adults Training).

In addition, Hartland Group Ltd offers NVQ Level 2 in Cleaning & Support Services

### **Managers and Employees Engaged at Customer Sites**

#### *Training and Development Opportunities:*

- Site Supervisors and Contract Managers have the opportunity to gain management qualifications with BICSc.

### **Head Office/Divisional Staff Training Programme**

Employees engaged at Hartland Group Ltd's Head or Regional offices have opportunities to train and develop within their current function or in other functions within the organization.

#### *Future Training and Development Activities:*

1. HR advisors can undertake external Chartered Institute of Personnel and Development (CIPD) qualifications.
2. Accounts employees can undertake external qualifications with AAT and CIMA.
3. Health and Safety employees can undertake external qualifications in IOSH and NEBOSH.
4. Customer service staff can undertake external qualifications in customer care.

The training and development opportunities stated above are a summary of potential learning opportunities.

### **Employment Development and Progression at Hartland Group Ltd**

Hartland Group Ltd prides itself on the development opportunities it provides to its employees. We understand the importance of a successful progression policy in delivering quality services to our customers. Staff who have been identified or who request development and progression opportunities will undertake additional training to support their career advancement within the business.



1. If a Cleaning Operative expresses an interest in progressing to a Mobile Operative and/or Supervisor, additional in-house training is provided, along with opportunities for 'Open Learning' courses.
2. If a Cleaning Supervisor expresses an interest in progressing to Contract Manager, additional in-house training can be provided, alongside formal management qualifications.

Hartland Group Ltd aspires to provide opportunities where possible for our employees to develop and progress during their employment.

**Name** Roderick Brobbey

**Role** Director

**Date** 30/01/2025

**Signed** *RBrobbey*